



For several years, the OTC (Office de Tourisme et des Congrès de Mulhouse et sa région – Tourist Information Office of Mulhouse) has been working to develop tourism in the area. In keeping with the Greeters networks that have sprung up in a few cities around the world, the OTC is seeking to offer visitors and tourists a new way to discover Mulhouse and the region based on volunteers, cultural exchanges, sharing and altruism.

What better way to show “Mulhouse, Alsace differently” than by offering visitors friendly, personalised accompaniment by Mulhousians with a different view of the area? The Mulhouse Alsace Greeters should enable visitors to spend a day “living the region” close to everyday realities in a way that cannot be explained and transmitted in documentation or websites.

Art 1. Who are the Greeters?

The Mulhouse Alsace Greeters, residents of Mulhouse and the region, are passionate people who want to meet people from around the world and share their knowledge and passion. They are people of all ages and horizons who are open to other cultures. They volunteer their free time to accompany tourists in their city or urban area to places that may be unusual or more traditional, depending on each person’s tastes and desires. Greeters must be motivated, open, sociable, available at least 2 hours a month and enjoy human contacts. Knowledge of a foreign language is not mandatory, but it may be an asset for meeting foreign tourists. They must be over 18 years of age, but minors may accompany a Greeter during the visit.

A Greeter is not a guide, it is someone who shows off his/her region in a unique, authentic, friendly way, without giving a guided tour. The Greeter shares his/her knowledge of the city and region in relation to what the visitor is looking for. There is a wide variety of topics for walks, which concern art, culture, nature, sport, food or shopping. These are supports for the meeting, but what matters most is the human experience and cultural exchange - the basis for an encounter.

Art 2. Who are the visitors?

The Mulhouse Alsace Greeters are for all audiences, whether families, groups of friends, couples, tourists or business travellers visiting Alsace alone. The number of people for a visit with a Greeter cannot exceed 6 people, and the group must include at least one person over the age of 18.

Art 3. How does the Tourism Office bring visitors and Greeters together?

In order to meet with a Greeter, each visitor or group of visitors must fill in a form on-line at the www.greeters-mulhouse.com website, indicating the makeup of the group, their requests, their tastes and what they want to see during their stay, for example an immersion into the life of a specific neighbourhood, visits to the city's parks and gardens, good spots for shopping, a bicycle outing, etc. They can select topics that they are particularly interested in or the Greeter whose profile they find the most interesting.

This form enables the OTC to find an available Greeter who will be most able to share and provide information on subjects corresponding to their request.

The Greeter then sets an appointment that will be transmitted to the visitor or group of visitors by the OTC. The meeting place will be chosen depending on the area to be visited and should be easy to find.

In order to make contact easier, the form filled in by the visitor will be given to the Greeter before the date of the meeting. The visitor's telephone number (mobile phone) will be given to the Greeter and vice-versa.

Art 4. Some details about the meeting...

Each visit is unique and "customised" to the visitor's request, to the welcoming Greeter, and to other criteria such as the weather, the chemistry between the visitor and the Greeter, etc.

The Greeter can meet the visitor or visitors alone or with another person of his/her choice, depending on the visitors being welcomed. For example, if the visitors are a family, they can be welcomed and the visit can be done with the Greeter's family or with one of his/her children.

The meeting lasts approximately two hours, but it can last longer if the Greeter and the visitor(s) so desire.

If any expenses are incurred (consumption at a café, public transport tickets, entrance tickets, etc.), each person must pay for his/her own personal expenses. The Greeter has no obligation to pay for the visitor(s) and vice-versa.

The visitor(s) are informed of the rules and agree to comply with them. If this is not the case (arriving very late without a valid reason, lack of respect, disinterest in the visit, etc.), the Greeter is released of his/her host obligations.

The meeting with a Greeter is totally free of charge and the Greeter is not allowed to accept any tips or payment.